

EFFECTIVE FEEDBACK

Facilitated by

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#BYINHOUSE
#IHCD19

ACC Association of
Corporate Counsel
AUSTRALIA

IN-HOUSE COUNSEL DAY
SYDNEY, 2019

POLL : Do you have to regularly give feedback as part of your role?

YES?

NO?

DID YOU KNOW ...?

In a global Gallop Poll (2017), Australia was one of the lowest ranked countries in employee engagement.

**ONLY 14% OF RESPONDENTS REPORTED
BEING FULLY ENGAGED AT WORK**

Compared with: USA/Canada (31%), Middle East/North Africa (58%) and those employed by “best companies in the world” (70%).

DID YOU KNOW ...?

- 53% of employers say they do not track improvement
- 43% of highly engaged employees said they receive feedback at least once a week
- Managers who get regular feedback on their strengths show 8.9% stronger results
- One in five employees said they are not confident their manager will provide regular, constructive feedback
- 92% of respondents agreed with the assertion, “Negative (redirecting) feedback, if delivered appropriately, is effective at improving performance”
- 80% of Gen-Y preferred on-the-spot feedback than formal reviews



SELF-ASSESSMENT

POLL : What score did you get in your self-rating of RECEIVING FEEDBACK?

1-12?

13-24?

28-35?

HOW TO GET COMFORTABLE RECEIVING FEEDBACK

- See feedback as a gift and investment in you as a professional
- Do not personalise feedback relating to a task
- Actively seek feedback
- Stop trying to be perfect!
- Take feedback on in balance – take in the GOOD as well as the bad
- Be grateful for feedback
- Shun self-talk
- Do not obsess about the past, focus on future improvement
- Share what you have learned
- Be self-aware and get help if required



ROLE PLAY

BECOME MORE EFFECTIVE IN GIVING FEEDBACK

- Self-assess before giving feedback – how important is it?
- Give well-rounded feedback
- Continually reinforce the positives
- Stop trying to be perfect!
- Keep focused on the observable; never make assumptions
- Be at ease about giving feedback
- Listen to their perspective
- Own your part
- Choose your timing wisely
- Don't get stuck in the past – stay future focused
- Ask how you can support the improvement process



ROLE PLAY

DEVELOP A FEEDBACK LOOPING CULTURE

- Make sure each member of the team knows their value
- Team focus on collective “best” rather than “perfect”
- Make “improvement driven” a team top value
- Create weekly rituals that encourage positive feedback
- Encourage team members to share positive feedback as a habit
- If a team member comes to you with a complaint, coach them to share that concern directly with the other party
- Encourage curiosity, questions and ensure your instructions are clearly communicated and fully understood
- Keep it light – introduce positive phrasing that keeps self-criticism and perfectionism under control

WANT PERSONALISED DEVELOPMENTAL FEEDBACK? Get a mentor!
WANT TO GET GOOD AT GIVING FEEDBACK? Become a mentor!

Next program starts in August. **Applications NOW OPEN!**

<https://acla.acc.com/careers/about>

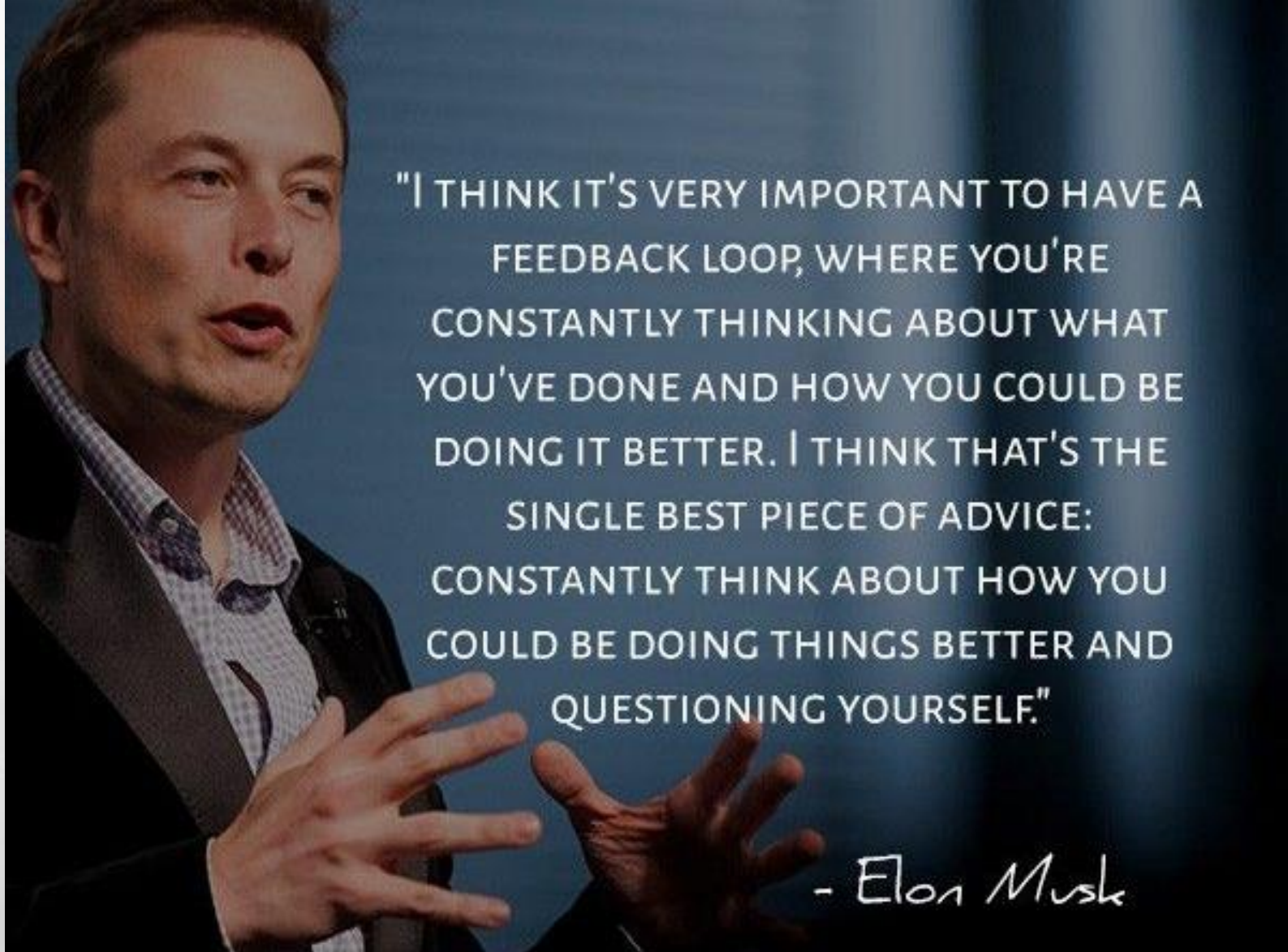
A promotional banner for the Future Leaders Mentoring Program. The banner features a large, stylized number '1' in the background, with a photograph of a smiling woman in a light-colored blazer. The text 'FUTURE LEADERS' is in dark blue, and 'MENTORING PROGRAM' is in red. The ACC logo is on the left, and the Mentoring Program logo is on the right.

FUTURE LEADERS
MENTORING PROGRAM

ACC Association of
Corporate Counsel
— AUSTRALIA —
By in-house counsel | For in-house counsel*

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MENTORING
PROGRAM

SHAMELESS PLUG!



"I THINK IT'S VERY IMPORTANT TO HAVE A FEEDBACK LOOP, WHERE YOU'RE CONSTANTLY THINKING ABOUT WHAT YOU'VE DONE AND HOW YOU COULD BE DOING IT BETTER. I THINK THAT'S THE SINGLE BEST PIECE OF ADVICE: CONSTANTLY THINK ABOUT HOW YOU COULD BE DOING THINGS BETTER AND QUESTIONING YOURSELF."

- *Elon Musk*





If you leave this session with more questions, please seek me out during the break or make contact with me at your convenience:

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